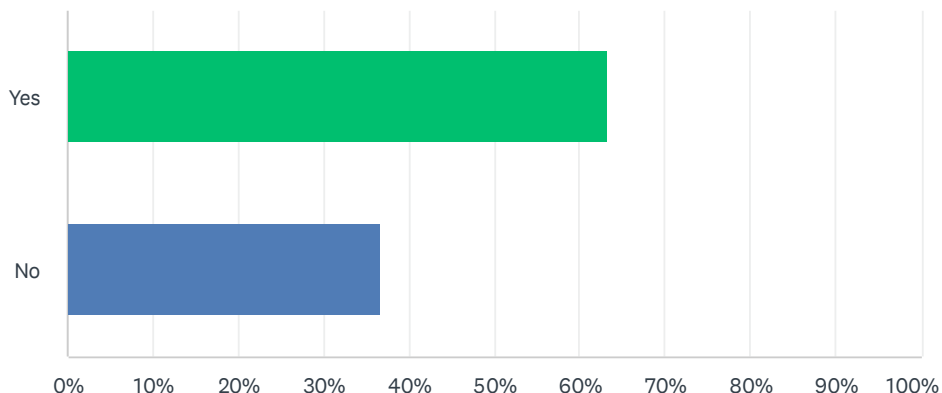


# Q1 Have you returned to Oneida Family Fitness since the re-open on April 12, 2021?

Answered: 41 Skipped: 0

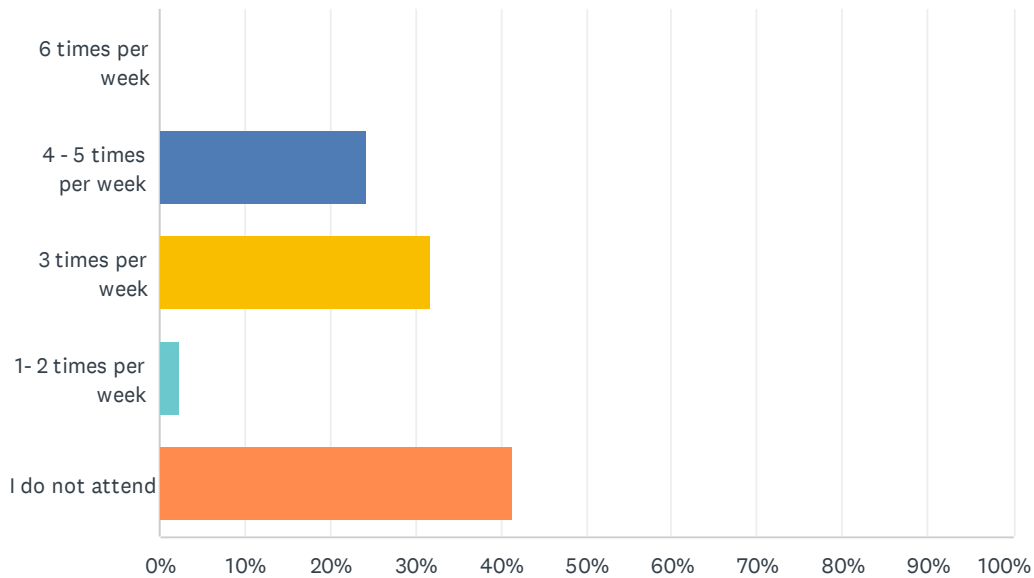


ANSWER CHOICES	RESPONSES	
Yes	63.41%	26
No	36.59%	15
<b>TOTAL</b>		<b>41</b>

#	IF NO, WHY NOT?	DATE
1	Was looking forward to the pool reopening and it hasn't	9/30/2022 10:04 AM
2	Class offerings are not what I want.	9/30/2022 9:56 AM
3	Due to the hours that the fitness is open	9/30/2022 9:47 AM
4	Unsure of the restrictions for the day.	9/30/2022 8:41 AM
5	Don't have services I want.	9/22/2022 1:28 PM
6	Got lazy? I'm a walker and I can use the treadmill at my office.	9/22/2022 8:14 AM
7	Just too many restrictions and didn't fit my schedule	9/22/2022 7:39 AM
8	The hours are not long enough. I have moved to a "4 day 10 hour" work week, and work part time from home still. I cannot realistically go to the gym when it opens and get back home to work in time due to the gym hours being shortened.	9/22/2022 7:03 AM
9	I am an elder, I still work, there are no evening classes geared toward elders after 4:30 pm. you could try chair yoga, dancing, etc. something an elder can do	9/22/2022 6:27 AM
10	I would like to work out later as I work until 5	9/13/2022 4:57 PM
11	The child care option was taken away which was helpful at times.	9/13/2022 4:51 PM
12	Their leadership during and after the shutdown was quite poor, to the point it left a bad taste in my mouth and I'm not sure I'll return as long as those individuals are still in leadership positions.	9/13/2022 4:46 PM
13	hours are not favorable for me	9/12/2022 4:54 PM

## Q2 How many days per week do you visit Oneida Family Fitness?

Answered: 41 Skipped: 0



ANSWER CHOICES	RESPONSES	
6 times per week	0.00%	0
4 - 5 times per week	24.39%	10
3 times per week	31.71%	13
1- 2 times per week	2.44%	1
I do not attend	41.46%	17
Total Respondents: 41		

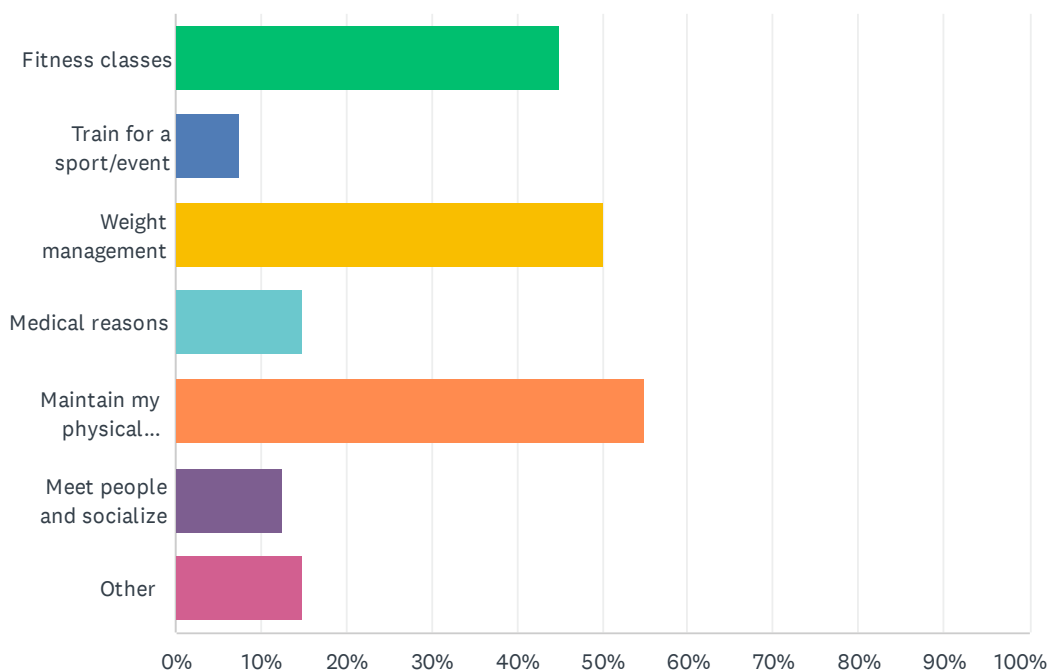
#	IF YOU DO NOT ATTEND, WHY NOT?	DATE
1	I have only come a couple times	9/30/2022 1:19 PM
2	No pool	9/30/2022 10:04 AM
3	Class times do not fit in my schedule and the facility does not open until 6 am. That's not enough time when you work at 7 am.	9/30/2022 9:56 AM
4	Would like to have the POOL to do water excersise.	9/30/2022 8:41 AM
5	Don't have services I want	9/22/2022 1:28 PM
6	See above.	9/22/2022 8:14 AM
7	i attended but had to stop when covid was on the rise have not returned yet	9/22/2022 7:12 AM
8	Not open late enough in the evening for me	9/22/2022 7:11 AM
9	The open operation hours are not early/late enough	9/22/2022 7:03 AM
10	I was on the "gold" board at one time, visited 4-5 times a week - again nothing in the evening or early morning on friday-saturday geared to elderly or those with joint restrictions, arthritis	9/22/2022 6:27 AM

## Customer Satisfaction Survey 2022

11	Hours and space .	9/15/2022 10:15 PM
12	Mostly because the equipment is not up to date besides the treadmills. I'd rather pay a fee to have better equipment and more space.	9/13/2022 4:51 PM
13	No daycare!!!	9/13/2022 3:58 PM
14	Tough to get in because of hours	9/13/2022 10:52 AM
15	when i did i would try to go a minimum 3 times but would like to go at least 5 times a week	9/12/2022 4:54 PM

### Q3 I visit Oneida Family Fitness primarily for (select all that apply):

Answered: 40 Skipped: 1

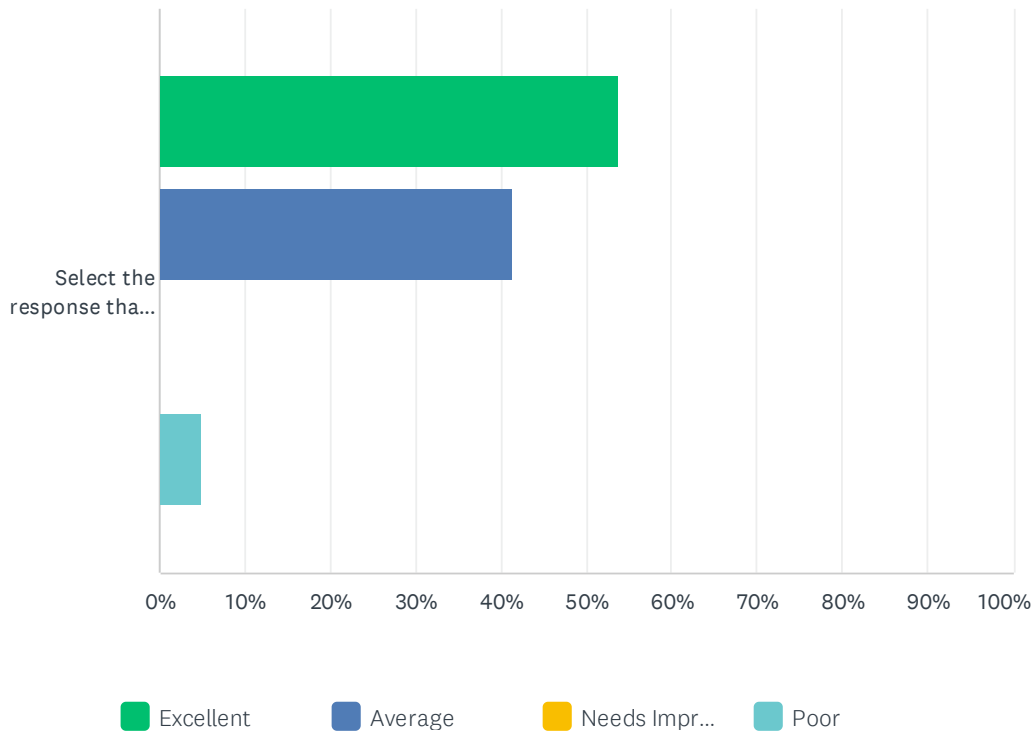


ANSWER CHOICES	RESPONSES
Fitness classes	45.00% 18
Train for a sport/event	7.50% 3
Weight management	50.00% 20
Medical reasons	15.00% 6
Maintain my physical condition	55.00% 22
Meet people and socialize	12.50% 5
Other	15.00% 6
Total Respondents: 40	

#	OTHER (PLEASE SPECIFY)	DATE
1	POOL	9/30/2022 8:41 AM
2	Swimming	9/22/2022 1:28 PM
3	NA	9/22/2022 8:14 AM
4	does not apply ...	9/22/2022 6:27 AM
5	Lifting weights a few times a week as well.	9/12/2022 6:08 PM

## Q4 How do you rate our staff and customer service?

Answered: 41 Skipped: 0



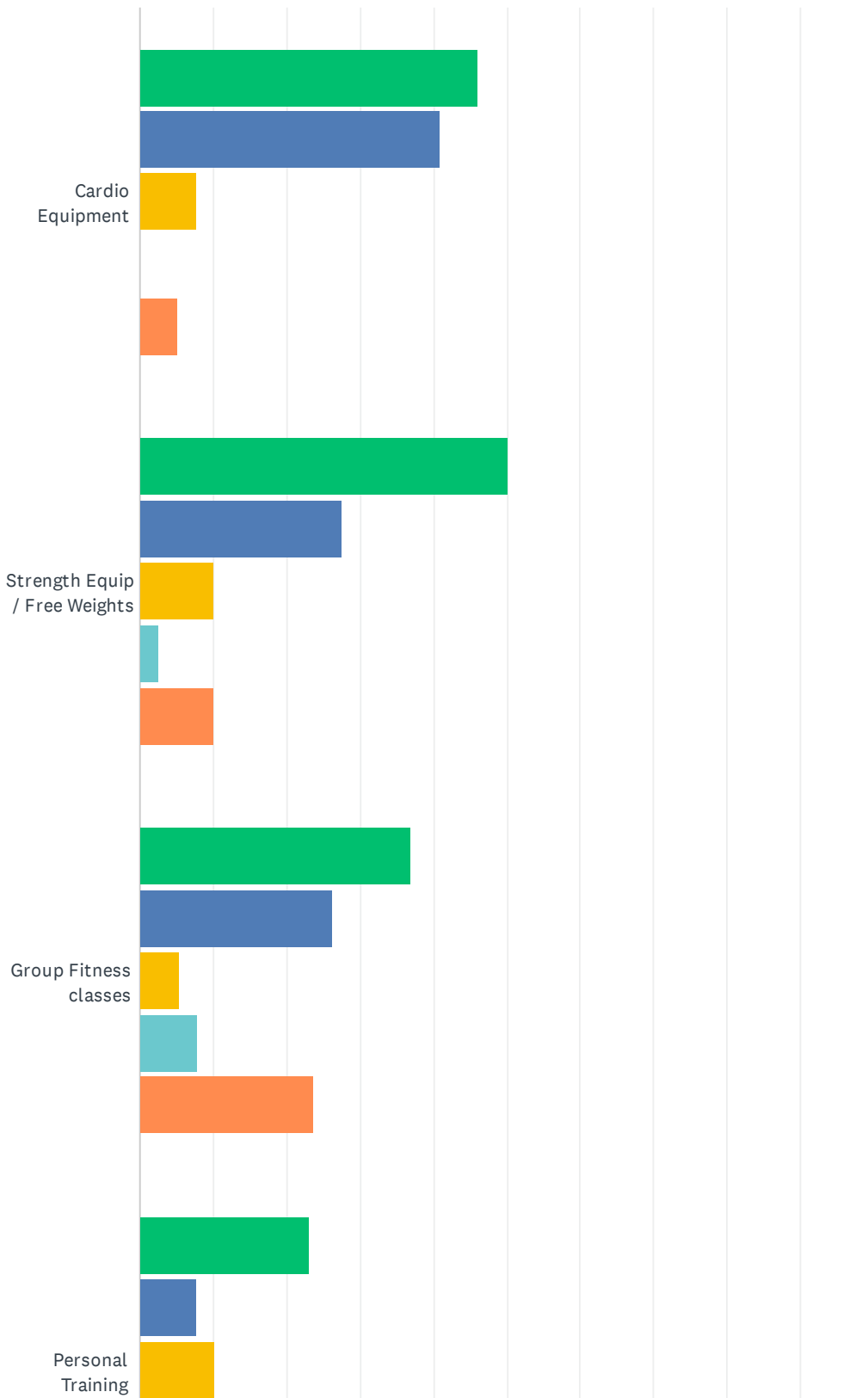
	EXCELLENT	AVERAGE	NEEDS IMPROVEMENT	POOR	TOTAL	WEIGHTED AVERAGE
Select the response that describes your overall impression.	53.66%	41.46%	0.00%	4.88%	41	3.44
	22	17	0	2		

#	IS THERE A PARTICULAR STAFF MEMBER(S) THAT MAKES YOUR VISIT MORE ENJOYABLE? ADD ANY ADDITIONAL COMMENTS.	DATE
1	Not all staff were friendly. I've filled out many of these surveys and my input has never been taken into consideration.	9/30/2022 9:56 AM
2	Hudson and Vicente	9/30/2022 7:42 AM
3	Dom and Hud are my favorites! They make class challenging every single week and still manage to motivate us!	9/30/2022 7:28 AM
4	Hudson Denny is always friendly, encouraging and supportive	9/22/2022 1:28 PM
5	They all are great.	9/22/2022 9:51 AM
6	When i did use the facility, I would say staff could be a little more friendly. A smile goes a long way :)	9/22/2022 8:14 AM
7	Christine at the front desk is very personable and you can tell she enjoys her job. Hudson is a person who can connect and get along with anybody.	9/22/2022 7:30 AM
8	i don't know any of the staff anymore, it's been since the pandemic	9/22/2022 6:27 AM
9	All OFF staff members are great! :)	9/15/2022 3:48 PM
10	Hudson, Dom = classes are awesome Vicente = always smiling everyone is very nice	9/14/2022 6:37 AM

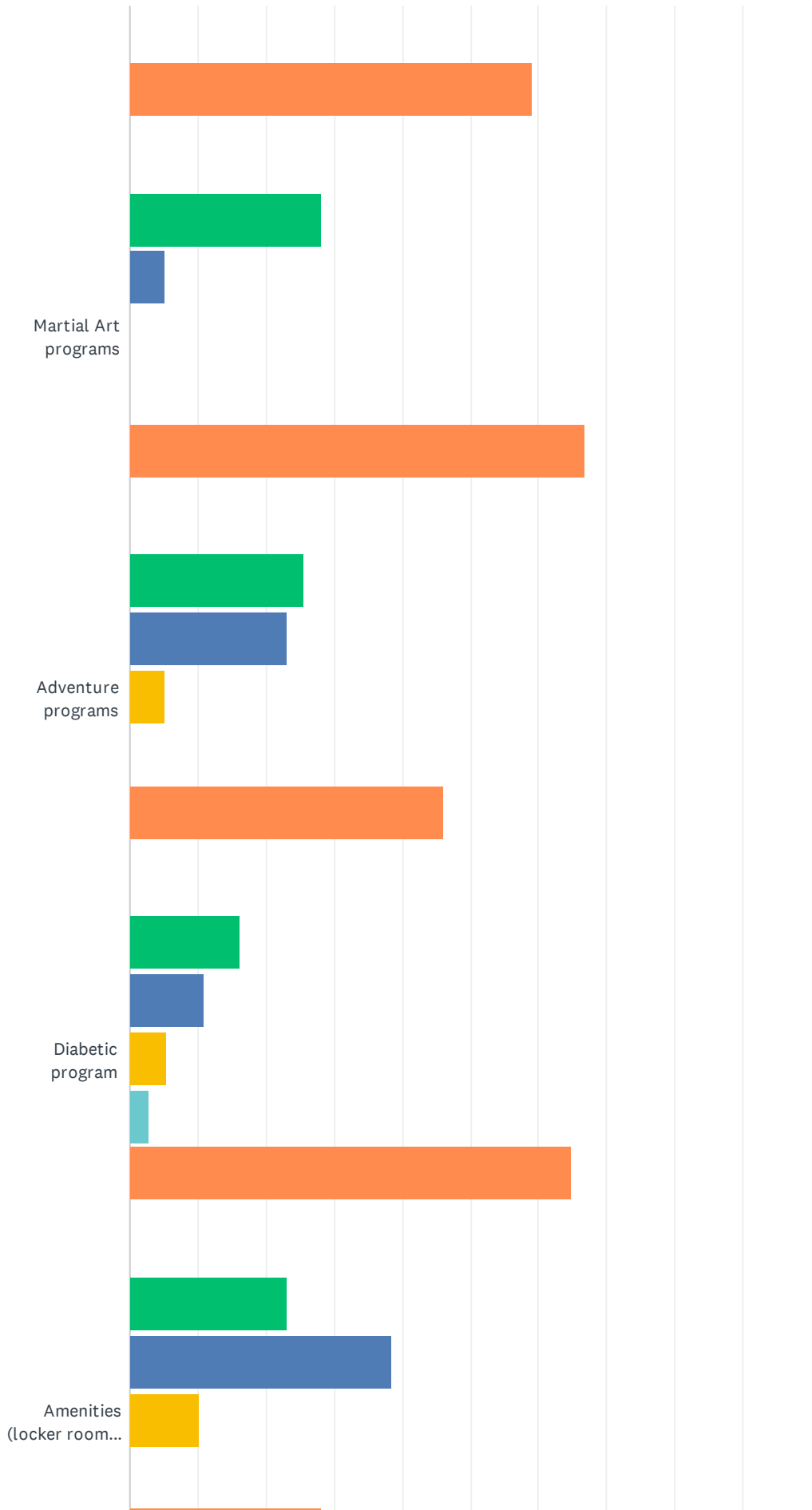


# Q5 What is your overall rating for programs & services offered at Oneida Family Fitness?

Answered: 40 Skipped: 1

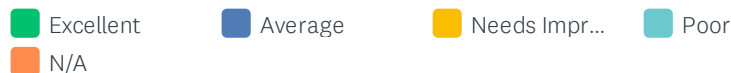
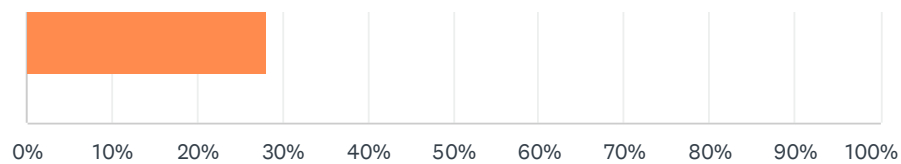


# Customer Satisfaction Survey 2022





## Customer Satisfaction Survey 2022

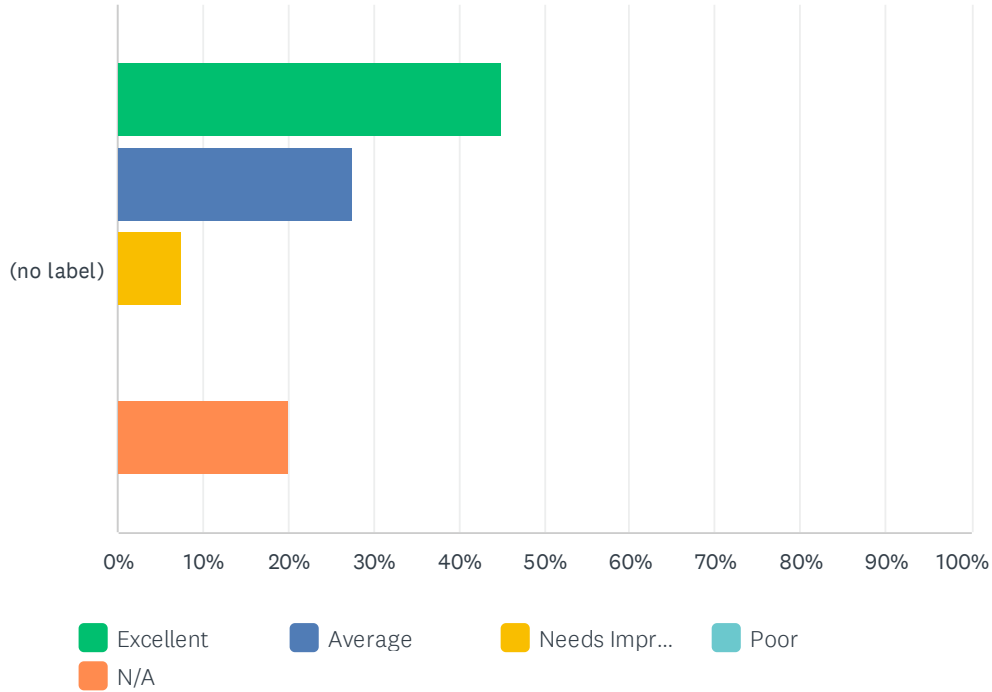


	EXCELLENT	AVERAGE	NEEDS IMPROVEMENT	POOR	N/A	TOTAL
Cardio Equipment	46.15% 18	41.03% 16	7.69% 3	0.00% 0	5.13% 2	39
Strength Equip / Free Weights	50.00% 20	27.50% 11	10.00% 4	2.50% 1	10.00% 4	40
Group Fitness classes	36.84% 14	26.32% 10	5.26% 2	7.89% 3	23.68% 9	38
Personal Training	23.08% 9	7.69% 3	10.26% 4	0.00% 0	58.97% 23	39
Martial Art programs	28.21% 11	5.13% 2	0.00% 0	0.00% 0	66.67% 26	39
Adventure programs	25.64% 10	23.08% 9	5.13% 2	0.00% 0	46.15% 18	39
Diabetic program	16.22% 6	10.81% 4	5.41% 2	2.70% 1	64.86% 24	37
Amenities (locker rooms, pro shop, vending, towel rental)	23.08% 9	38.46% 15	10.26% 4	0.00% 0	28.21% 11	39

#	ADDITIONAL COMMENTS	DATE
1	I didn't know they offered a Diabetic program. Group classes are not offered at convient times for those working. 4pm would be great	9/30/2022 1:19 PM
2	Need new free weights. The current ones are rusting, causing my clothes to get rust on them. Same for the barbells.	9/22/2022 8:15 AM
3	popcorn!	9/22/2022 8:14 AM
4	Better jackets/hoodies Bright colors	9/16/2022 1:52 PM

## Q6 If you attend Oneida Family Fitness, how do you rate our safety protocols?

Answered: 40 Skipped: 1

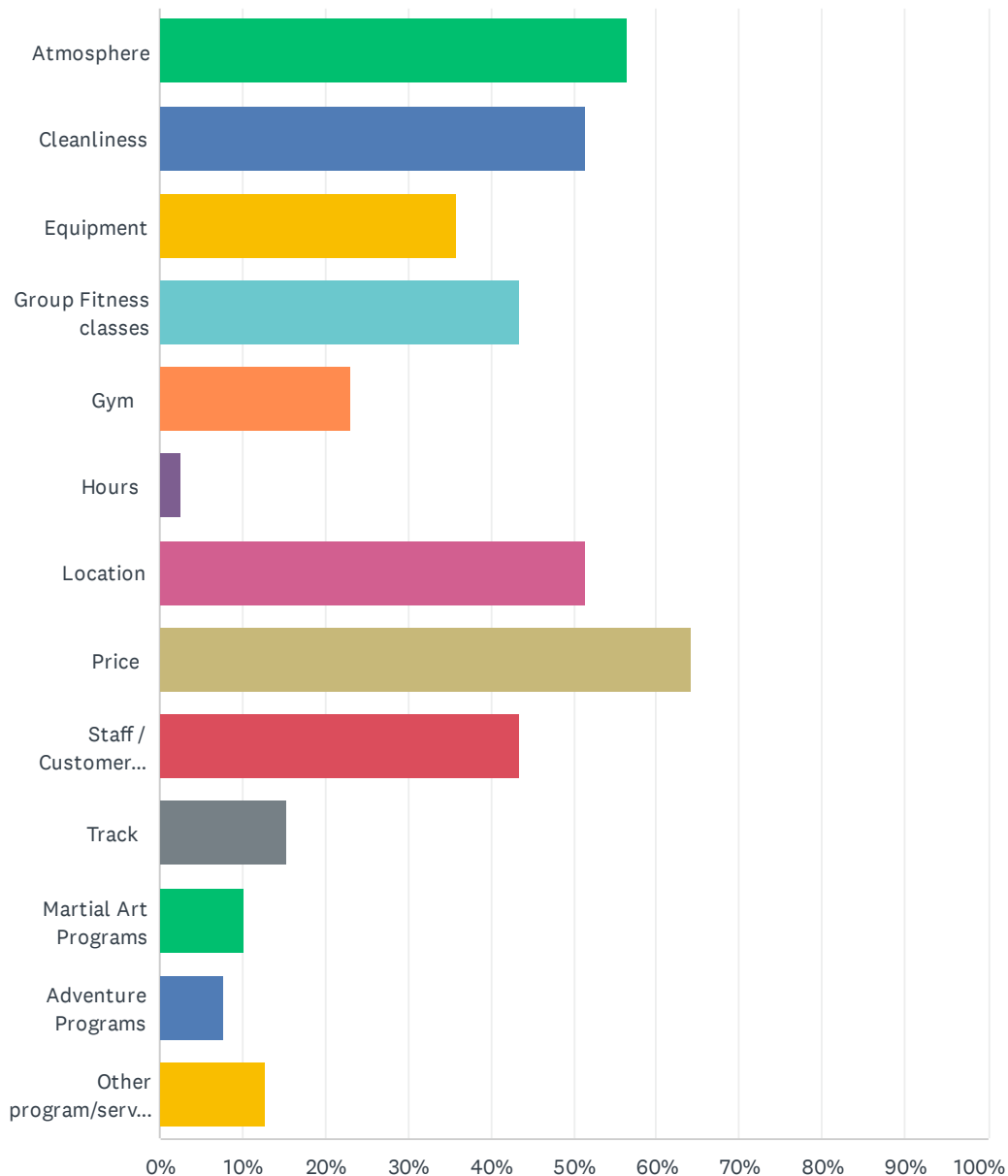


	EXCELLENT	AVERAGE	NEEDS IMPROVEMENT	POOR	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	45.00% 18	27.50% 11	7.50% 3	0.00% 0	20.00% 8	40	3.77

#	ADDITIONAL COMMENTS	DATE
1	They are too safe. Everyone else in the world is not in a safer at home except Oneida. I have 2 other fitness memberships else wear and they have no social distance in place and neither had COVID cases that resulted from the gym.	9/22/2022 8:15 AM
2	The Fitness Center does follow the cdc guidelines, excellent.	9/22/2022 8:14 AM
3	They are not following the masking policies that the tribe has in place when the levels change. Members should be wearing a mask when the level is high, per the Oneida guidelines.	9/22/2022 7:30 AM
4	sometimes over the top	9/14/2022 6:37 AM

# Q7 What do you like MOST about Oneida Family Fitness? Select all that apply.

Answered: 39 Skipped: 2



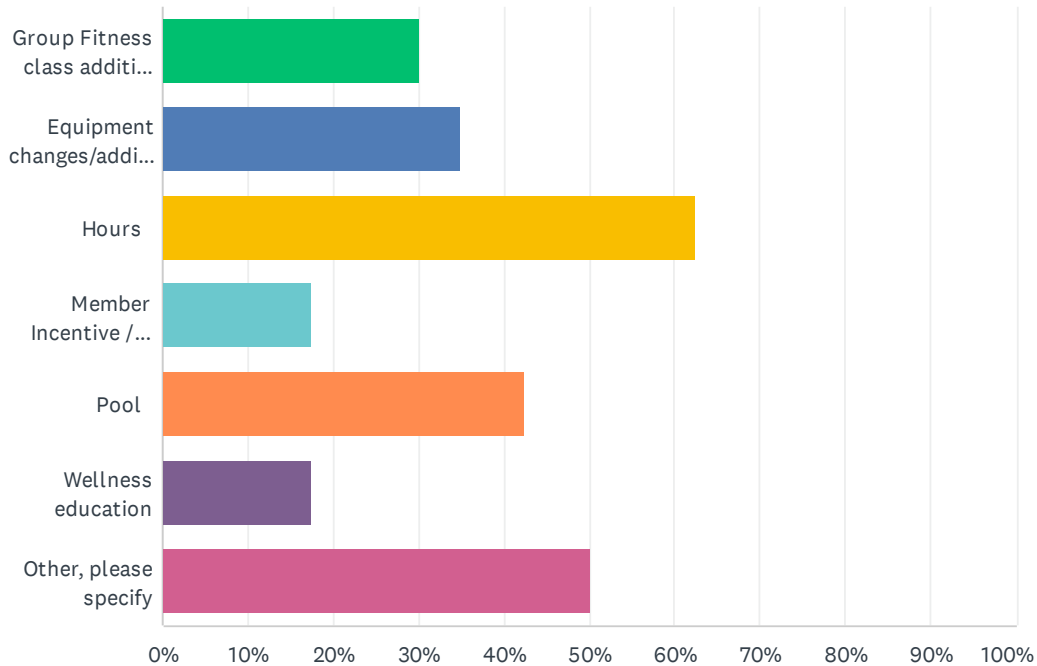
## Customer Satisfaction Survey 2022

ANSWER CHOICES	RESPONSES	
Atmosphere	56.41%	22
Cleanliness	51.28%	20
Equipment	35.90%	14
Group Fitness classes	43.59%	17
Gym	23.08%	9
Hours	2.56%	1
Location	51.28%	20
Price	64.10%	25
Staff / Customer service	43.59%	17
Track	15.38%	6
Martial Art Programs	10.26%	4
Adventure Programs	7.69%	3
Other program/services that help me manage my health	12.82%	5
Total Respondents: 39		

#	OTHER PROGRAM/SERVICES THAT HELP ME MANAGE MY HEALTH	DATE
1	would be really nice to have it located by the OCHC	9/30/2022 1:19 PM
2	Need to stay open later until 8:00 p.m. and on Saturday's at least until 12:00 p.m. or 2:00 p.m..	9/22/2022 8:15 AM
3	The atmosphere is pretty good, seems people are left to do their thing. A little more attention to staff being visible on the floor walking thru areas. Cleanliness is descent. Can't beat the price! Glad the Fit is open to the public and offering classes. With the staff there, they are doing what they can do, it's appreciated.	9/22/2022 8:14 AM
4	Could or would like times past 6:00 P.M.	9/20/2022 11:05 AM
5	needs to be opened on Sat's 7-Noon/1	9/16/2022 1:52 PM

## Q8 What would enhance your membership experience when restrictions are lifted? Select all that apply.

Answered: 40 Skipped: 1



ANSWER CHOICES	RESPONSES	
Group Fitness class additions (please provide explanation)	30.00%	12
Equipment changes/additions	35.00%	14
Hours	62.50%	25
Member Incentive / Challenges	17.50%	7
Pool	42.50%	17
Wellness education	17.50%	7
Other, please specify	50.00%	20
Total Respondents: 40		

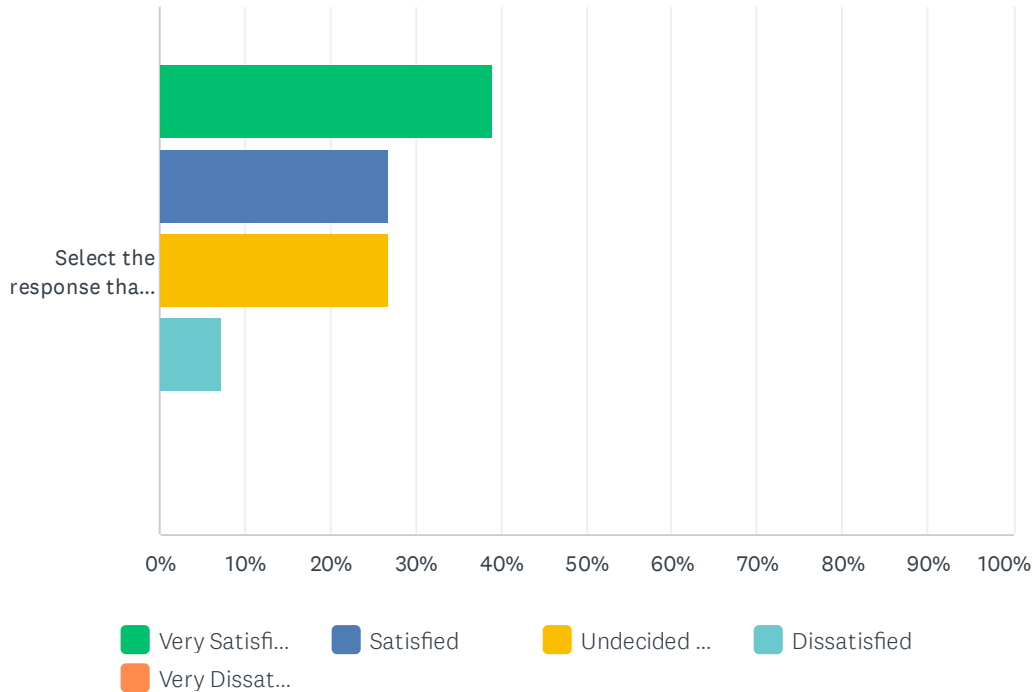
#	OTHER, PLEASE SPECIFY	DATE
1	Need water bottle filling station upstairs.	9/30/2022 2:04 PM
2	I would love a pool and group pool classes, hours are ok, wellness education I had no idea they had, and challenges are great but are few and in between	9/30/2022 1:19 PM
3	Class offerings at 5 am that are NOT spin classes and offer the ability to modify if need be.	9/30/2022 9:56 AM
4	I'm going to be there no matter what but, I think more classes later. I know there needs to be more staff to do that though. Also the member incentives definitely keep me motivated.	9/30/2022 7:28 AM
5	Bring the juice bar back	9/30/2022 7:09 AM

## Customer Satisfaction Survey 2022

6	Yoga, pilates, zumba	9/22/2022 1:28 PM
7	add yoga back	9/22/2022 9:41 AM
8	Walking groups at noon hour and after work. Not for any specific reason, just to walk in a group, rather than alone, outside.	9/22/2022 8:14 AM
9	I would like to see some 9 am classes for the elder population to try to bring them back in. Elevator needs to get fixed. It has been out of order for months which inhibits people from going. A better variety of classes also.	9/22/2022 7:30 AM
10	Increase the hours into the evening	9/22/2022 7:11 AM
11	gear classes to elderly or those w/joint restrictions or arthritis or other physical limitations	9/22/2022 6:27 AM
12	Elevator working	9/20/2022 11:05 AM
13	Early morning classes or 5pm and a Saturday class. Those are my favorite	9/16/2022 8:01 PM
14	(no comment listed here)	9/16/2022 1:52 PM
15	Childcare	9/13/2022 4:46 PM
16	Yoga	9/13/2022 4:05 PM
17	Please expand hours and open childcare!	9/13/2022 3:58 PM
18	(circled "additions")	9/13/2022 10:52 AM
19	If possible, it would be nice to add one or two more evening classes and Saturday morning classes.	9/12/2022 6:08 PM
20	ideally i think you should be open at 5:30am - 10pm 5 days a week and open at least for 8n hours on Sat./Sun.	9/12/2022 4:54 PM

## Q9 Overall, how satisfied are you with your O.F.F. membership experience?

Answered: 41 Skipped: 0



	VERY SATISFIED	SATISFIED	UNDECIDED / NEUTRAL	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Select the response that describes your overall impression.	39.02% 16	26.83% 11	26.83% 11	7.32% 3	0.00% 0	41	2.02

#	ADDITIONAL COMMENT	DATE
1	Request for sauna and hot tub/spa. Check out the YMCA	9/30/2022 2:43 PM
2	See many OFF members (new probably) not wiping down equipment.	9/30/2022 2:04 PM
3	Would love to see the Health Center updated, it is not very handicap friendly the building itself is very old and run down, would love to see this relocated by the OCHC. Pool would be great with fitness classes in the water and more classes between 4 and 5	9/30/2022 1:19 PM
4	I would like to visit OFF again but there's no reason to. Classes are mostly at noon. I need to eat on my lunch hour. It doesn't open until 6 am. I'd like classes at 5 am. The personal training is always geared to what the young one's want you to do versus listening to what your limitations are. The pool is broken and costs too much to fix so no more swim. I'd rather have OFF close and offer memberships to other community gyms that have the offerings people are looking for as well as the amenities.	9/30/2022 9:56 AM
5	This is my gym to the core. I met some of my best friends here. I think some of my most solid well rounded friends are here. There's a family that we build in classes and it's a different type of vibe that is more uplifting than any other atmosphere I hang around.	9/30/2022 7:28 AM
6	Please extend hours to later, open up the gym and put the fitness classes back in the studio rooms. Also when are we going to get a new facility like Menominee, Potawatomi, Lac Du	9/22/2022 8:15 AM

## Customer Satisfaction Survey 2022

Flambeau, Ho-Chunk, Oneida NY? We are the only reservation in the Wisconsin that does not have a new facility.

7	Have a nice day!	9/22/2022 8:14 AM
8	I like walking the track but dont like that it is only certain days and if there is a group in the gym you cant use the track.	9/22/2022 7:12 AM
9	Please bring back child care!	9/16/2022 11:02 AM
10	Would like child care back and later hours	9/13/2022 4:57 PM
11	Should bring back childcare and or allow youth in the building, should bring back evening hours. Need to update weight equipment.	9/13/2022 4:05 PM
12	I really do enjoy coming there. I enjoy the classes and most of the staff members are welcoming.	9/12/2022 6:08 PM